

Department of Public Works Storm Water Services Division

Mission

The Storm Water Services Division is committed to the advancement and continuous improvement of the quality of life for the citizens of Springfield by being a leader in the development of storm water solutions to meet the needs of the community and by placing the welfare and safety of the public above all other considerations.

This will be achieved through:

Quality Customer Service

By being prompt and courteous in responding to all service requests with a professional approach and a meaningful and helpful resolution.

Effective Communication

By taking the initiative to communicate openly with the public and to effectively communicate with neighborhoods on important local issues.

Cooperation with Partners

By developing partnerships with other organizations, groups and individuals with similar objectives and cooperating with those partners to increase the program effectiveness.

Education and Advancement

By being a recognized leader in public education by increasing community understanding of storm water priorities and goals.

Leadership and Excellence

By taking a leadership role in developing a model program through the utilization of advanced innovations and a commitment to excellence.

